```
1 that's responsible on that site. So that, you
```

- 2 know, when it becomes certification time you can
- 3 point to someone who is a clear owner of that
- 4 individual requirement.
- 5 And the people in the plants who do know
- 6 the MACT rules, the way they work this is that
- 7 kind of a mechanism. I don't think the people in
- 8 the plant run and look at the Title V permit per
- 9 se. They look at how the environmental experts
- 10 rake that into the detailed requirement.
- 11 So at least that's been my experience,
- 12 and I think it's kind of worth sharing those
- two points with this group.
- 14 That was not a question.
- MS. ANDREWS: Then I won't give an answer.
- 16 MR. HARNETT: Thank you very much for your
- 17 time.
- 18 The next speaker will be Kathy Andria of
- 19 the American Bottom Conservancy.
- 20 MS. ANDRIA: Good afternoon. Thank you very
- 21 much for having this hearing, thank you for the
- 22 task force, and thank you for including
- grass-roots representation on the task force. We
- very much appreciate that.

Τ	My name is Katny Andria. I'm with
2	American Bottom Conservancy. We're a
3	not-for-profit organization in the metro East St.
4	Louis area, working to protect the people,
5	resources, and communities of the American Bottom
6	floodplain.
7	We started out working to protect land,
8	working on wetlands issues, and we found ourselves
9	four years ago with a lot air quality issues that
10	we needed to do. So the majority of our time the
11	last few years has been devoted to air issues, and
12	we have been flooded with a slew of Title V's.
13	We are nonattainment for ozone. We have
14	been nonattainment for one hour. We are
15	nonattainment for eight-hour ozone. We have been
16	designated to be nonattainment for fine
17	particulates. We have a number of Superfund
18	sites, a lot of CERCLA sites, a lot of
19	contamination.
20	Our asthma rates are incredible among
21	the youngsters. We have high rates of cancer,
22	heart disease, and lung disease. We have high
23	lead levels in children, and we have people
24	fishing in mercury-laden waters where the fish

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1 tissue samples have proven to be high in mercury.
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- 2 And these people are -- a lot of them are doing
- 3 subsistence fishing; or a lot of their fishing,
- 4 that's their protein source. That's why we are
- 5 involved in air.
- 6 Our organization has appealed an air
- 7 permit in the Missouri Supreme Court. We
- 8 intervened in EPA's suit against the Baldwin Power
- 9 Plant charging new source review violations, and
- we thoroughly support our upstate organizations
- 11 who filed against EPA on the Title V coal-fired
- power plants. Apparently EPA ruled my very
- inadequate petition that it didn't rise to the
- level of making it to be legal.
- 15 East St. Louis has traditionally been
- 16 dumping grounds for a lot of things. You probably
- know all about the history. It's where St. Louis
- dumps their pollution and their dead bodies.
- We've got half a million people in
- 20 Illinois on our side of the Mississippi River.
- 21 It's a valley. It holds -- we have temperature
- inversions, and it holds the pollution.
- 23 First of all, I have no technical
- 24 background, so please, when you give me an

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1 acronym, you might have to spell it out because I
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- don't have them all. My background is journalism.
- I know how to do research, I know how to ask
- 4 questions, and I know how to write.
- 5 I've been working with other
- 6 volunteers -- I am not compensated. I paid for my
- 7 own way. None of us who are working on this are
- 8 compensated. I'm working with a young mother of a
- 9 three-year-old and another mother of a
- 10 five-year-old who has asthma.
- 11 In the last two years, we have reviewed
- 12 13 Title V's, not including a medical waste
- incinerator that I thought was shut down, so I
- 14 didn't give it a second thought. I learned in the
- paper today that it's still operating. And the
- 16 biggest polluter in the county, because I was
- intimidated. I hadn't done a Title V before.
- We've done a chemical plant, steel mills, foundry,
- 19 a petroleum tank farm, a hazardous waste
- incinerator, coal-fired power plant, natural
- 21 gas-fired power plant and a few other kinds of
- things.
- U.S. EPA gave Illinois to December 1st,
- 24 2003, to finish their Title. Typically they did

```
1
        Chicago and northern Illinois first. We always
 2
        get the last. So we had seven in three days.
 3
                  You asked two questions; how well is it
 4
        working, and what are the elements that are
 5
        working? I'd like to add a question, to why is it
 6
        important? It's important because of the things I
 7
        told you about where we live. And we take it very
        seriously.
 8
                  You asked for successes. We've made a
 9
10
        number -- made a difference in -- one big
        difference we've made is Illinois EPA now takes us
11
12
        seriously. We've been granted public hearings for
13
        Title V permits, and the hearing officer has
14
        respect for the public and asks for questions,
        invites comment, is helpful when we don't know
15
16
        what we're talking about, helping to guide us to
17
        ask better questions. It's very helpful to have
18
        the permittee there so that we can start a
        dialogue and learn, ask questions, and get our
19
20
        questions answered.
21
                  We view the public hearing as the most
22
        important opportunity to ask questions because
23
        when we ask questions in a public comment and
24
        written form, we never get any answers. In
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several cases they've extended the public comment
period, which we very much needed, given that we
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- 3 had so many within a short time.
- We have met with Title V permit writers.
- 5 IEPA made them available to us for all the ones we
- 6 were working with for a total of four hour
- 7 sessions, which was extremely helpful. Illinois
- 8 EPA has withdrawn bad permits that we pointed out,
- 9 and they've rewritten others.
- 10 We also met with Region 5 Title V staff,
- and we hoped that they would help us to get better
- 12 permits. Unfortunately, for the most part that
- has not happened. They are looking into a
- hazardous waste incinerator, Title V, that has
- been noncompliant for a long time.
- The Illinois EPA FOIA policy is very
- 17 good. They provide not-for-profits free copying
- 18 and make the material available to us. There is a
- 19 lot of time that's involved to the public in
- 20 reviewing Title V permits because we take it
- 21 seriously. We first read the permit. We look to
- see what we need. We FOIA the material. We have
- 23 to drive all the way to Springfield to look at the
- 24 material, to request the different things that we

```
1
        need.
 2.
                  We then have to drive all the way back,
 3
        prepare for the public hearing, prepare questions,
 4
        listen to the questions, wait for the transcript,
 5
        wait for the answers -- which for the most part
 6
        never come that we are promised to have something
 7
        that they say, "We'll get back to you" -- and then
        write our comments. And somewhere down the line
        here we forget that we have to look to see what
 9
10
        changes, if any, are made.
                  Finally -- this is a wonderful success
11
12
        that I view -- we got a copy of a permit with the
13
        tracking changes, and we could finally see that
14
        there were changes. Now, a couple were our
        suggestions, that we got reporting and
15
        recordkeeping and testing added, at least in
16
17
        words, to the permit, but also we noticed that
18
        they changed the Title I emission limits. So that
19
        hadn't gone through the public process. We didn't
20
        have an opportunity to comment.
21
                  But in my reading of it, and I just saw
22
        it in the last two days, it went from talking
        about pounds per hour, the annual emission limits
23
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seemed to go down to either monthly or pounds per

```
1 hour, and I thought, "Gee, you know, that's okay.
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- 2 You're talking about operational flexibility. But
- 3 if you're a child who has asthma who lives in that
- 4 neighborhood, it's not acceptable."
- 5 There is never a CAM plan. We have an
- 6 awful lot of Title V's that are not in compliance,
- 7 and the agency has simply put them on hold.
- 8 Citizens need help especially in environmental
- 9 justice communities for enhanced outreach.
- 10 My organization is not funded. I am not
- 11 paid. We don't have the money, the time, since
- 12 we're reading these permits and trying to whiplash
- back and forth to what this means, what this is
- 14 referring to. We need help with that.
- We know that the states don't have the
- 16 resources. We know EPA doesn't have the
- 17 resources. So it's up to whoever needs to do it
- 18 to raise the fees to cover the costs of the
- 19 program. It's a cost industry, but there is a
- 20 cost associated, a very high cost, with the
- 21 children and their healthcare costs, with people
- in increased healthcare costs and illnesses and in
- lives.
- We ask what isn't working? We need a

```
1
        compliance schedule. We need monitoring and
 2
        recordkeeping. We need reporting requirements
 3
        written into the permit. We very much need better
 4
        EPA oversight. If a company doesn't meet its
 5
        Title I obligations, it needs to be shut down.
 6
        That's what -- we're hoping that EPA will look at
 7
        the hazardous waste incinerator that we're dealing
        with.
                  You should not allow unpermitted plant
 9
10
        start-up. For over a year we've got a plant that
11
        was shut down, that went bankrupt, the equipment
12
        was sold, and suddenly it arises as a new plant,
13
        and they have a Title V, and it's very, very
14
        confusing. And it shouldn't be up to citizens to
        try and figure out this mess and bring this all to
15
        the attention. We're trying very hard, but it's
16
17
       hard.
18
                  I listened with alarm when Scott Evans
19
        earlier said they can't even locate existing
20
        permits. Hello. How can the public know what is
21
        required of a company if nobody knows what the
```

existing permits that they're required to operate

under. And we have found in Illinois EPA that we

don't find all the existing permits. Sometimes

22

23

```
1 there is equipment that seems to be lost.
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- 2 Sometimes it's not there. It's really very
- 3 confusing.
- 4 We would very much like to see
- 5 applications on the Web site. We'd like to see
- 6 the existing permits on the Web site. We'd like
- 7 to see EPA's Title V comments back to the agency
- 8 on the Web site. And we had one -- one actual
- 9 construction permit which was mostly blacked out
- 10 for ConocoPhillips. We had a Title V for Solutia,
- 11 which was 600 pages, much of it blacked out due to
- 12 so-called trade secrets. We think that's an
- 13 extreme problem for citizens. How can we know
- 14 what they're supposedly asking to do if we don't
- 15 know what it is? How can we enforce it? There is
- 16 a lot of vague language.
- We would also ask a question to you.
- 18 How do we get IEPA to finish their Title V's?
- 19 They seem to have plenty of time to do
- 20 construction permits.
- 21 We had a bad permit for Granite City
- 22 Steel Plant, which is now U.S. Steel, which was a
- 23 hundred pages long, with 400 cross references
- stapled to it. They withdrew that permit.

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1 And we ask for a statement of basis.
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- 2 My two-minute mark has come up. I
- 3 wanted to ask a -- answer a couple of your
- 4 questions.
- 5 Yes, you asked resulting in permits that
- 6 clearly compile all of a source's applicable
- 7 requirements into a single document? No.
- 8 Have they triggered actions that result
- 9 in better compliance with the AAA? I think the
- 10 record is still out on that.
- 11 Improved citizen participation? You
- bet. That's why are working. Because we feel
- responsibility for this, and we're trying our best
- 14 to do it.
- 15 Insured self-funding adequate to run
- 16 effective programs? No.
- 17 Resulting in better air quality? Again,
- it's still out, but we don't see it yet. The
- 19 better air quality is due to the weather, we
- 20 believe, not to better Title V.
- 21 Mr. Muraswski this morning said
- 22 something about allowing facilities to write their
- own permits. Unfortunately we think they already
- do in a lot of cases.

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1 And he also said that he thought that
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- 2 the permit engineers should visit the facilities.
- 3 We absolutely agree. But they should also visit
- 4 the communities in which the facilities are
- 5 located.
- 6 I think I'll stop. It's probably my
- 7 time.
- 8 MR. HARNETT: Okay.
- 9 Shelley Kaderly?
- 10 MS. KADERLY: Thank you very much for coming
- 11 to us today, especially on your own dime. We
- really appreciate you being here and providing
- 13 your perspective.
- I wanted to ask you a little bit about
- 15 Illinois's FOIA process. You said that they've
- got a very good one. And I was wondering if you
- 17 could kind of describe a little bit about what a
- 18 typical FOIA process would look like for you. How
- long does it take for them to respond? Do they
- 20 have to respond to you within a certain time
- 21 frame? How easy is it to get in and get access to
- the documents? That kind of thing.
- MS. ANDRIA: It varies. It's not the same
- 24 across the board. We might be able to FOIA

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1 something and get whatever it is sent within a day
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- or two, if it's available. If it takes a search
- 3 to get all the records together, it could take
- 4 longer. I think, you know, it's gone up to a
- 5 couple of weeks. We have to fit into a time
- 6 frame.
- 7 They've got, I think, two rooms. They
- 8 put you in a room. You have a copier that you can
- 9 copy, and you're supposed to be able to make so
- 10 many copies free. They have all of the records
- 11 stacked up. You have a FOIA officer that is
- 12 assigned to air and to you, and she's very helpful
- in getting the documents.
- 14 Unfortunately, not all of the documents
- are there. It's not the FOIA officer's place.
- Something might be in another division, and it's
- 17 like, "It's not my table," kind of thing. So
- 18 it's -- you know, it varies.
- MS. KADERLY: How do you know when a permit
- is out on public notice?
- 21 MS. ANDRIA: We are on a list now. Before we
- 22 had to count on seeing something in a local paper
- 23 -- and that's another thing. I wish there were
- 24 some way of making uniform what is a paper of

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1 record. Things go into a community, and if it's a
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- 2 little town that it's that newspaper that gets it,
- I mean, there is not a wall around there. The
- 4 next community over doesn't get that paper, but
- 5 they're breathing that air. So I think there
- 6 needs to be better enhanced outreach on that.
- 7 But we are notified and get sent
- 8 notifications.
- 9 MS. KADERLY: And just one other quick
- 10 question. When they hold hearings, do they hold
- 11 hearings in your area, where the facility may be
- located, or are they held in Springfield? I
- wasn't quite sure.
- MS. ANDRIA: For the most part they're in our
- area. One interesting one, we've got a pool of
- 16 gasoline petroleum products under the Hartford
- area from the refineries, and there was a public
- hearing that was scheduled to be there, and it had
- 19 to be moved because they said the building could
- 20 explode that night. So we've got challenges to
- 21 that.
- Then they had one that they combined two
- power plants. One was in a southern Illinois
- community, one was up in the Alton area, and they

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1 held it in between, halfway in between, which was
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- 2 totally unacceptable because neither community --
- I mean, it was a wide area. I mean, it made
- 4 sense, I guess, but it was not convenient to the
- 5 community participants.
- 6 MS. KADERLY: Okay, thank you.
- 7 MR. HARNETT: Verena Owen?
- 8 MS. OWEN: Thank you.
- 9 I think I have more a comment than a
- 10 question. Thank you so much for coming to address
- 11 us. I think, and I hope, that your comments
- remind a lot of people in the room who we are
- working for. So thanks.
- MR. HARNETT: Bob Morehouse?
- MR. MOREHOUSE: Kathy, when you get a permit
- to review, a draft permit, what are the two or
- 17 three most important things you're looking for?
- 18 MS. ANDRIA: What are the sources. What are
- 19 the emission limits. What's their record of
- 20 compliance. What I know about the plant and its
- 21 history. I go on ECHO. I start doing, you know,
- 22 to see what it is that is on the Web site;
- 23 scorecard, different kinds of things, the EPA.
- I start with those before I start going

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1 through correcting the grammar and the typos and
```

- 2 then start looking at the regs.
- 3 MR. MOREHOUSE: Is your concern whether or
- 4 not the appropriate applicable regulations have
- been assigned to that site, or -- when you look at
- 6 the emission sources, what would you do with that
- 7 information?
- 8 MS. ANDRIA: Well, you look at that -- I
- 9 mean, we look at that, but you also look at the
- 10 existing permits, and it's very hard to see. It
- 11 seems like sometimes there is a disconnect between
- 12 what it's saying and what it's -- what the
- existing permits are, and sometimes we don't even
- 14 find the existing permits.
- 15 MR. HARNETT: Dick van der Vaart?
- MR. VAN DER VAART: Where did you get that?
- 17 MR. HARNETT: I don't know.
- 18 MR. VAN DER VAART: I think it's great you
- 19 came down here. The one thing, I wanted to follow
- 20 up on what Bob Morehouse said, because it's
- 21 interesting to hear somebody like a journalist try
- 22 to look at these incredibly complicated pollutant
- permits.
- 24 Again, where Bob is saying what are you

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looking for, would you like to look at a permit,
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- once it's issued, let's say, and it's out there,
- 3 would you like to be able to look at that permit
- 4 and determine whether the source is out of
- 5 compliance at all?
- 6 MS. ANDRIA: Well, frankly I would like not
- 7 to have to look at another permit ever.
- 8 MR. VAN DER VAART: You and me both.
- 9 MS. ANDRIA: But I would like for there to be
- 10 a real Title V permit that said everything that
- 11 was supposed to be complied with, everything that
- was required of the source, and I would think the
- source wants that, too, so that we would know what
- 14 it is.
- I mean, we've gotten permits that said
- if such and such is a such and such located in
- 17 Chicago and everything, and well, it's in East St.
- 18 Louis. Why would they say that?
- 19 There are so many things that are
- just -- I guess, because of resources, things just
- get gobbledygooked up, and I would like to see
- things be very clear, and that's what the industry
- 23 seems to be asking also.
- 24 And I want to be able to -- people who

```
1 are not me, who are not technical -- I mean who
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- are technical, to go and to be able to look and to
- 3 see.
- 4 MR. VAN DER VAART: Well, I think industry
- 5 does want -- I think everybody wants that. But in
- 6 terms of being able to look at the permit, I know
- 7 that sometimes it's a daunting task. Would you
- 8 like to be able to look at the compliance
- 9 certification and see whether or not they're --
- 10 whether they're in compliance or whether there
- were periods of noncompliance.
- 12 MS. ANDRIA: I would very much like to do
- 13 that. We're already seeing a whole bunch of
- things. I mean, we've got people who are saying
- 15 they're in compliance and people at -- who at
- hearings are saying they're in compliance when
- it's very clear that they're not.
- 18 So I am very interested to see them sign
- their own names to something saying, "I am in
- 20 compliance. My company is in compliance, and I am
- 21 responsible," because then we have something to go
- 22 after them for.
- MR. HARNETT: Kelly Haragan?
- MS. HARAGAN: I have a question about the

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trade secrets, or I guess a couple questions.
```

- 2 Are they actually withholding portions
- 4 MS. ANDRIA: Most of a permit.
- 5 MS. HARAGAN: They just black out and won't
- 6 let you see the actual permit?
- 7 MS. ANDRIA: That's correct.
- 8 MS. HARAGAN: That's outrageous.
- 9 And are there other things like that
- 10 that you don't think should be withheld as trade
- 11 secret that are being withheld?
- MS. ANDRIA: Well, not knowing what is being
- 13 withheld is hard to see from a reading. I had a
- 14 chemical engineer look at the Solutia permit, and
- as she read it, she said, "I don't believe this is
- trade secret. It's old, dirty chemistry."
- 17 So I do not know. I cannot judge. But
- it just totally violates the spirit of Title V to
- 19 have half or more of a permit blacked out.
- MS. HARAGAN: I agree.
- 21 MR. HARNETT: Bob Palzer?
- 22 MR. PALZER: Thank you very much for coming
- 23 here. I particularly appreciate with you not
- 24 having a technical or scientific background, of

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1
        wading through this material.
 2.
                  Have you found the agencies that you
 3
        worked with, whether it be the local agencies or
 4
        EPA, to provide information to make it easier for
 5
        a person with your background to understand what's
 6
        going on?
 7
             MS. ANDRIA: The Illinois EPA, there are a
        couple of people down in our local office that
        have been helpful and met with citizens, and they
 9
        have offered to do some Title V training.
10
                  I did take the Title V training offered
11
12
        by EPA in 2000 and took the new source review
13
        training, but many citizens aren't able to do
14
        that. Many are so intimidated, and many are
        fearful of speaking out in the environmental
15
        justice communities, the black communities.
16
17
        They're just really fearful. And in some of the
18
        white communities, there is real intimidation for
19
        people because the companies -- the towns are
20
        company towns, like Hartford, the contaminated
21
        petroleum site. A lot of the people will come to
        me or call me and ask me to do such and such, to
22
        look into this, but they are so fearful of
23
24
        speaking out because they fear retribution.
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1
             MR. PALZER: And what kind of recourse do you
 2.
        have? I can understand it's got to be a
 3
        tremendous hurdle. Do you have any suggestions on
 4
        how people in a community could give testimony
 5
        with impunity against reparation against them?
             MS. ANDRIA: You mean like they do in
 7
        Congress, and have them behind a black box? I
        don't think so. I don't know.
 9
                  I think it would be helpful if some part
10
        of the Title V money could go into a fund that
        citizens could apply for resources to fund their
11
12
        own technical person to advise them. I think --
13
        and then the technical person could go and
        represent them. That way individual people could
14
        be culpable to either the company or the city.
15
            MR. PALZER: Thank you.
16
17
            MR. HARNETT: Lauren Freeman?
18
            MS. FREEMAN: Thank you.
19
                  I don't know if you had a chance to sit
20
        through some of the earlier discussions about the
21
        MACT -- the maximum achievable control
22
        technology -- for hazardous air pollutant
23
        standards and the conundrum as to how to deal with
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those. There are sometimes hundreds of pages of

```
1 regulations, can't put the whole thing in the
```

- 2 permit, struggling with the amount of detail and
- 3 monitoring and recordkeeping and reporting.
- 4 So I don't expect you to solve that
- 5 problem for us, but if you had a copy of a permit,
- 6 I wonder if you've seen a permit that has the
- 7 right amount of detail to inform the public about
- 8 those things. You said monitoring, recordkeeping,
- 9 reporting should be in the permit. That would be
- 10 very helpful, to see from your perspective what
- 11 the right amount of detail is.
- MS. ANDRIA: Not seen one yet.
- MS. FREEMAN: Okay.
- MR. HARNETT: Steve Hitte.
- MR. HITTE: I, too, would like to thank you
- 16 for coming.
- 17 You made a statement that you would like
- 18 to see "EPA oversight." If you got that
- 19 oversight, can you describe to me what would be
- 20 success in your eyes?
- 21 MS. ANDRIA: I would like EPA to actually --
- I know that they have many permits to review and
- 23 limited staff to do it, but I really would like
- for them to look at the permits, the comments, the

```
1
        aid to the community, the changes, tracking
 2.
        changes to see what's slipped in. I hate to use
 3
        that term, but that's the way I see it. And look
 4
        at the operating permits to see if that's what's
 5
        really happening.
                  I wish they would also, at the same
 7
        time, look at the records of compliance, of what
        is happening with the industry. I think that this
 8
        section enforcement isn't looking -- the Title V
 9
10
        is not looking there. I mean, there is all these
        little divisions, and there is not -- it's like
11
12
        the air is mixing up there where we're breathing.
13
        But there is all these petitions between the state
        and each of the different divisions.
14
                  It's like when air is depositing -- air
15
        emissions are depositing mercury. It's not an air
16
17
        problem. It's not a water problem. It's not a
18
        land problem. Everybody keeps passing the buck on
19
        these things. And there has got to be some way of
20
        looking at it as a cumulative whole. There are
21
        synergistic effects that are not being taken into
22
        account, and there is so much that is happening,
        and the people living in these communities are
23
```

24

truly suffering.

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1
             MR. HARNETT: Verena, did you have another?
        No --
 2.
 3
             MS. OWEN: I --
 4
             MR. HARNETT: Go right ahead.
 5
             MS. OWEN: Listening to you, I noticed that
 6
        you were talking about that when you review a
 7
        permit, especially environmental justice area that
        might have a disproportionate share of pollution
 8
        already, that you go beyond just permit review and
 9
10
        go into compliance issues and probably public
        complaints and probably review the emergent
11
12
        response file.
13
                  Would it be helpful for you, in your
14
        work, if there was a document that was maybe
        outside the permit that would address that, as an
15
16
        accompanying document?
17
             MS. ANDRIA: I need for you to explain what
18
        you mean, a document outside.
19
             MS. OWEN: I was talking about a statement of
20
        basis that would basically go into the details
21
        that might not be appropriate in the permit but
        should be addressed in Title V review; a listing
22
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of Title I permits, a compliance history, some

kind of notice that the sources of compliance --

23

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1 MS. ANDRIA: Absolutely. I mean, that should
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- 2 be very basic to the process. I mean, we've been
- 3 asking for that. You've been asking for that.
- 4 We've not gotten it in Illinois. They keep doing
- 5 little -- an intro kind of thing, which doesn't
- 6 give much information, but, I mean, it would be
- 7 very helpful to the public. And I think it would
- 8 be helpful to everyone to be able to look at
- 9 something in a snap and see why it's being issued,
- 10 a permit, what the history is, what the whole
- 11 basis for giving the permit is.
- MR. HARNETT: Thank you very much for coming
- 13 here today to talk to us.
- MS. ANDRIA: Thank you. Thank you for being
- 15 kind in your questions.
- MR. HARNETT: Our next speaker is Faith Bugel
- of the Environmental Law Policy Center.
- 18 I'll warn you at a two-minute mark.
- 19 MS. BUGEL: Okay. I don't think I should go
- that long, but we'll see.
- 21 First of all, thank you for having me
- here today and providing us an opportunity for
- 23 comment.
- 24 Again, my name is Faith Bugel. I work